



Test Vendor ID: IWO 1195
Qwest Internal Tracking ID: TI 593
Observation/IWO Title: Discrepancies in validating the paper bills
Test Type/Domain: Functionality / Billing / Laraine Betts
Date Qwest Received: 9/28/2001
Initial Response Date: 10/08/2001
Supplemental Response Date: 10/16/2001

Test Incident Summary:

CGE&Y observed the following discrepancies in validating the paper bills to the electronic bills:
Feb. UNE-P Bill – BAN X-XXX-XXX-XXXX-XXXXM

| | |
|-------------------------|-----------------------------------|
| Electronic bill totals: | \$ 2074.55 - new charges |
| | \$ 6,523.40 - 'TT' code on record |
| | \$ - 47.25 - 'TP' code on record |
| | \$ 2362.98 - 'PB' code on record |
| | \$ 4448.85 - 'PB' code on record |
| | \$ 2133.12 - 'NA' code on record |

| | |
|--------------------|-------------|
| Paper bill totals: | |
| Previous Balance | |
| Charges | \$ 229.86 |
| Transfer Balance | \$ 2,133.12 |
| Payment | \$ 47.25CR |
| Balance Forward | \$ 2,315.73 |
| New Charges | |
| Qwest Resale | \$ 2,074.55 |
| Total New Charges | \$ 2,074.55 |
| Total Amount Due | \$ 4,390.28 |

Feb Resale Bill – Ban J-520-111-7814-330M

| | |
|-------------------------|-----------------------------------|
| Electronic bill totals: | \$ 15920.66 - new charges |
| | \$ 54098.59 - 'TT' code on record |
| | \$ 29245.69 - 'PB' code on record |
| | \$ 38177.93 - 'PB' code on record |
| | \$ 8932.24 – "NA" code on record |

| | |
|--------------------|--------------|
| Paper bill totals: | |
| Previous Balance | |
| Charges | \$ 20,313.45 |
| Transfer Balance | \$ 8,932.24 |
| Balance Forward | \$ 29,245.69 |
| New Charges | |
| Qwest Charge | \$ 511.16 |
| Qwest Resale | \$ 15,409.50 |
| Total New Charges | \$ 15,920.66 |
| Total Amount Due | \$ 45,166.35 |



In both cases, the paper bill totals balance to the paper bill previous balances, paper bill sub-account totals and the electronic bill sub-account totals.

It appears that the electronic bill totals have added the Transferred Balance multiple times into other totals.

Please verify and provide information of how and when this will be corrected.

Qwest Response Summary:

Qwest has discovered that the Transferred Balance line of the bill is being added in twice to the Electronic bill totals. This internal issue will be fixed on October 12, 2001. The electronic bill is not the bill of record, so CLECs are not responsible for the incorrect amounts. CLECs are only responsible for the amounts on the paper bill.

Qwest Supplemental Response 10/16/2001:

Qwest implemented the fix for the internal issue regarding the electronic bill totals, as referenced in the 10/08/01 response, on 10/12/01.

CGE&Y Response 10/23/2001:

To validate the fix that Qwest made to the "transfer balance" line, CGE&Y will need to verify that a hardcopy bill and electronic file created after the 10/12 match.

Attachment(s): None